

City of Tukwila Department of Community Development

April 4, 2011

Business Stakeholder Survey

Results and Summary

Manufacturing/Industrial Center Study

Business Stakeholder Survey

Manufacturing/Industrial Center Comprehensive Plan Update Review

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INTRODUCTION

This survey was undertaken as part of a study of the Manufacturing/Industrial Center (MIC) that is being prepared for the City's required periodic review and update of its Comprehensive Plan goals and policies. It provides information to supplement a review of the applicable policies and regulations in effect and an examination of the geographic extent of the MIC. Staff has sought input from Tukwila's business community to identify key issues that affect industrial businesses and lands in the Manufacturing/Industrial Center, especially as relates to land use in the MIC and City policies toward business. Survey results will help develop recommendations for code and/or policy changes that will go to the Tukwila Planning Commission and the Tukwila City Council for consideration.

BACKGROUND

Tukwila's Manufacturing/Industrial Center is an important regional center of industrial activity. It is one of four such centers designated in King County. The Manufacturing/Industrial Center (MIC) is an area that is meant to preserve and enhance manufacturing and industrial activity, and the land that allows these activities to operate. King County's Countywide Planning Policies set parameters for the employment and uses that may occur within an MIC. Tukwila's MIC is one of the few remaining concentrations of industrial land in the urban Puget Sound region.

Tukwila's MIC is approximately 966 acres along the Duwamish River, bounded generally by the City of Seattle on the north, South 125th Street on the south, the Burlington Northern railway right-of-way on the east, and the Tukwila City limits on the west. The MIC is home to over 14,000 jobs, and provides a significant portion of Tukwila's economic activity.

City of Tukwila Comprehensive Plan policies establish that the Manufacturing Industrial Center is intended for industrial activity in order to "maximize the employment and economic benefits to the people of Tukwila and the region, while minimizing the impacts on residential neighborhoods." The Zoning Code, which implements the Comprehensive Plan's policies, limits non-industrial uses, especially office and retail, which may occur in the MIC, and reserves the land for industrial activities and some limited support for these uses. New housing is not permitted.

METHODS

To gain background data for its review of the Manufacturing/Industrial Center, as well as a way to involve business stakeholders, the Department of Community Development conducted a survey of businesses in the MIC. The purpose of the survey was to gain information about concerns of businesses, identify pressures that industrial businesses are facing, and to

ask for feedback regarding the City of Tukwila's policies, especially industrial land use.

Tukwila staff sent postcards to 200 tenants and property owners in the MIC, inviting them to participate in an online on-line survey to determine which issues were important to them. Tukwila staff also sent personal letters to approximately 14 businesses, asking them to participate in a more detailed survey, either on the phone or in-person, depending on individual preference. Extensive follow up phone calling occurred to secure business participation.

To get additional information, and as a means to engage businesses in discussion, City staff developed this 17 question survey. It is based on surveys done by the City of Seattle in 2007. Survey questions focused on:

- 1) business demographics/background;
- 2) location factors;
- 3) industrial vs. non-industrial neighbors;
- 4) advantages and disadvantages of a Tukwila location;
- 5) future location decisions; and 6) City of Tukwila actions.

The survey included both short-answer questions aimed at specific information, and open-ended questions with the intention of eliciting a range of response. For most of the short-answer questions, results could readily summarized. In the case of the open-ended questions categories were created, and results were summarized and displayed based on common themes that the businesses expressed.

After significant outreach efforts, Tukwila staff conducted interviews either in person or by phone or, in one case via email, with 20 businesses located in the MIC. Four responses were received to the shorter website surveys. A total of 23 businesses and one resident provided comments regarding the MIC out of a total of approximately 130 businesses in the MIC. They took place primarily between November 2010 and January, 2011. One survey was received in March 2011.

The survey results provide important information and raise interesting questions about Tukwila businesses in the MIC. However, conclusions drawn from the results should be considered primarily as a snapshot of selected businesses, rather than indicating trends. The sampling method is not, and was not intended to be, statistically valid.

The Tabulated Survey with Comments is available.

SUMMARY OF KEY FINDINGS

Businesses value Tukwila's central location: Businesses place high value their location in Tukwila's Manufacturing/Industrial Center for its access to major transportation corridors, customers and suppliers. Tukwila's central location provides excellent access to Seattle, the east side, Western Washington and Alaska.

Access is the key benefit to a Tukwila location: The outstanding benefit to a having a Tukwila industrial location is access. Throughout the survey the importance of Tukwila's good access and central location was mentioned. Some ways that access is considered notable includes the following:

Access to the highway system, including I-5 and Highway 599, primarily for getting onto the regional transportation network for reaching markets outside of the immediate area.

Access to airports is a significant plus, as is access to the Port of Seattle. Rail access is not considered important by survey respondents.

Employee access to worksites is convenient from a variety of locations

Access to customers, clients and suppliers is convenient and economical

In addition, firms consider having truck access to their individual site to be especially important. Parking at the site is also very important.

Most industrial businesses prefer to be located with similar uses and away from non-industrial uses: Industrial businesses prefer to be grouped together with similar or complementary businesses. Industrial uses like to be located with other industrial businesses to generate business, share suppliers, customers. A significant number wanted business neighbors involved with trucking, either sales, repair, distribution, truck courier or businesses that generated lots of truck traffic.

Incompatibility with non-industrial operations—The most commonly cited reason for not having non-industrial neighbors was the view that industrial operations were just not compatible with many non-industrial activities due to impacts (noise, odor, truck traffic, appearance). For example, businesses were concerned that their operations could result in complaints from their non-industrial neighbors, or in negative impacts since their operations were not necessarily “attractive.”

Many businesses stated that they wish to be located away from residences and non-industrial uses due to the noise and impacts they themselves produced, and their desire to operate without being considered a nuisance by others. Two respondents felt that having residential uses nearby could be a source of criminal activity or break ins at their business.

There are some benefits to having some non-industrial neighbors—Some industrial businesses view certain non-industrial uses, such as restaurant and retail, as amenities that can enhance the work environment for their employees. A few thought that additional offices could provide them

more customers. At least one business felt that proximity to residences could provide a source of additional customers for the business, and that all viable uses should be encouraged.

Costs and the need for larger facilities would cause businesses to change location In general, businesses would prefer to stay in place, but if necessary would be compelled to move to seek a larger facility and lower costs. Many industrial lands users are concerned about the availability of space that fits their needs, and the rising costs of rent and land. All of the respondents stated that the costs of land and/or rent was either very important or somewhat important.

If necessary, King County, especially Auburn or Kent, would be the favored place to relocate. If businesses decided to leave Tukwila, over one in four would choose either Auburn or Kent due to lower costs and the ability to get larger facilities.

Businesses would like faster, more certain permit processing Businesses commented on fire permit fees, rack permits, building code requirements, seismic requirements, and permits for machine installation.

Public safety is a high priority When asked their concerns about a Tukwila location, over 70% of respondents felt that public safety/crime issues were very important to them, citing problems with burglary/car prowling. Police response for personal crime was good, and businesses had generally good interactions with the police. Response for property crime was somewhat less satisfactory.

Traffic congestion is a problem...or not Businesses were evenly split with approximately 50% feeling that traffic was an important problem, and approximately 50% saying that it wasn't important at all. Congestion made getting to Southcenter difficult for some. Interurban works well.

A location in Tukwila's MIC has many advantages In addition to access (freeways/transportation network, airports, ability to serve customers efficiently) and a central location, businesses felt their Tukwila location provided them with a good facility with reasonable costs.

Others mentioned the availability of power, fibreoptics, good police response, good business climate, a large industrial area with industrial neighbors and the ability to be separate from residential uses. One remarked that Tukwila was the "heart of everything," including Alaska Marine lines and truck lines. They appreciated the ability to ship anywhere, anytime.

A location in the MIC has some negatives, too Responses were varied, but could generally be grouped into categories including: 1) public safety/crime concerns; 2) traffic congestion; 3) codes/permitting (slow permitting, restrictive zoning and sign codes); 4) regulation; 5) negative business climate; 6) lack of amenities/services for employees (transit/light rail, restaurants, retail); and high costs (rent, City fees).

One business remarked on the difficult east/west traffic pattern due to the Duwamish River, King County International Airport and the 116th

Avenue South bridge closure. Another was concerned over the perception that Tukwila was “too far south,” and therefore difficult to access. The Superfund environmental cleanup was mentioned, as was the distance from other tourist destinations. One business expressed regret that the expected convergence of transit, light rail, highways and employment had not occurred.

Amenities Several businesses were pleased with trails and parks in the MIC. Others felt that restaurants and other amenities for their employees were lacking, and wanted more. Several businesses were especially interested additional public transit options, including additional bus service, and a light rail stop.

Business Climate and Perception Feelings were mixed regarding business climate. Some businesses felt that the City had a good or neutral business climate, others felt that the City had a negative attitude toward business. One business remarked that they didn’t feel connected to Tukwila, although they had used the Tukwila Community Center for meetings and a staff picnic. One business requested that the City keep reaching out to business as it is doing now with the survey, since businesses sometimes feel that the City of Tukwila doesn’t care about them.

Comments and Suggestions to the City of Tukwila

Businesses were asked open-ended questions about ways the City could help their business operations and also to provide comments for the City of Tukwila. Businesses made 48 very interesting suggestions or comments regarding better communication, zoning, transportation, permitting, transit/light rail, taxes/bureaucracy, public safety, landscaping requirements, other regulations and other specific issues.

Communication: The most common suggestions concerned communication, including providing additional opportunities for communication through the City’s website, email, safety alerts, even business cards. Businesses appreciated prior flood information, and asked for more.

Zoning/Permitted Uses: Land use was a topic of interest. Three individuals wanted only industrial uses in the area and five were wanted additional non-industrial uses including more offices (to generate customers), restaurants and a hotel. Of these, one business suggested a transitional buffer around the MIC to allow commercial uses that could serve both residents and industrial employees, while another felt that the southern part of the MIC should be rezoned to office. One business felt

Transportation: Suggestions concerned traffic lights, including better timing for lights along E. Marginal Way and desire for a traffic light at S. 112th and E. Marginal Way. There was concern over a potential bike lane on E. Marginal.

Permitting: Three businesses wanted faster or more certain permitting. One suggested offering permitting assistance and advice, while another wanted more notice for business license renewals. One suggested that the City adapt its processes to fit real demands.

Transit/Light Rail: Three businesses wanted the light rail stop at E. Marginal and better access to public transportation.

Taxes/Bureaucracy: Not surprisingly, lower taxes and no B&O tax were requested. Another business asked for friendlier service to business with less bureaucracy.

Public Safety: Additional police patrols were requested, as well as more emergency training. Better police and fire department cooperation was suggested.

Landscaping: Trees and bushes along E. Marginal Way attracted notice with a request for trimming to improve safety and visibility, as well as a suggestion for fewer landscaping requirements.

Regulations: A request was made for consistent sign code enforcement. The City was to work with the State and federal governments to change paint regulations.

Other: Several additional comments were made, including: 1)Keep supporting the Rock and Roll Marathon; 2)Monitor City actions for impacts on business; 3)Keep reaching out to business as you are doing through this survey-- businesses sometimes feel that the City of Tukwila doesn't care about them; 4) Provide help in hiring qualified employees; 5) Make more of an effort to buy from local businesses i.e. revise contracting/purchasing requirements; 6)Thanks to Mayor Haggerton for his participation in Museum of Flight programs.

Survey results will be shared with City officials for consideration.

SUMMARY OF SURVEY RESPONSES

BACKGROUND INFORMATION

1. Primary Goods and/or Services Sold from Location

Question #1 asked respondents what primary goods and/or services are manufactured/sold from their location. Responses were categorized into one of six categories. These include: 1) manufacturing; 2) distribution/warehouse; 3) transportation; 4) truck related; 5) services; and 6) other. A total of 30 responses were received. Not all businesses replied to this question, but some provided more than one answer.

Distribution/Warehouse was the largest category with 23 % of respondents providing goods/services in this group. Manufacturing and "other" were next with 20% each. Truck related businesses and services each had 13% of the total responses. Transportation-related businesses comprised 10% of the total. Due to rounding, the total is 99%. A wide range of activities, some not traditionally found in an

industrial area, was represented including airport, mail processing and distribution, data center, distribution of office furniture systems, museum and housing. A fuller listing is shown below:

Distribution/Warehouse

- Office products/furniture
- Office furniture systems
- Snack foods
- Truck and trailer parts
- Warehouse
- Healthcare distribution center
- Mail processing and distribution

Manufacturing

- Van bodies
- Apparel for men and women
- Aluminum, titanium, specialty steel
- Specialty snack foods
- Aircraft
- Machinery and gear cutting for heavy industry

Other

- Data center
- Healthcare call center, labs
- Museum
- Housing
- Airport
- Office

Truck Related

- Commercial/industrial painting
- Repairs
- Sales and service
- Truck and trailer repairs

Services

- Café & catering
- Services (unspecified)
- Services (unspecified)
- Audio/lighting/video installation for concerts, performances

Transportation

- Contract carrier (trucking)
- Delivery service *
- Dispatch, maintain, and fuel buses

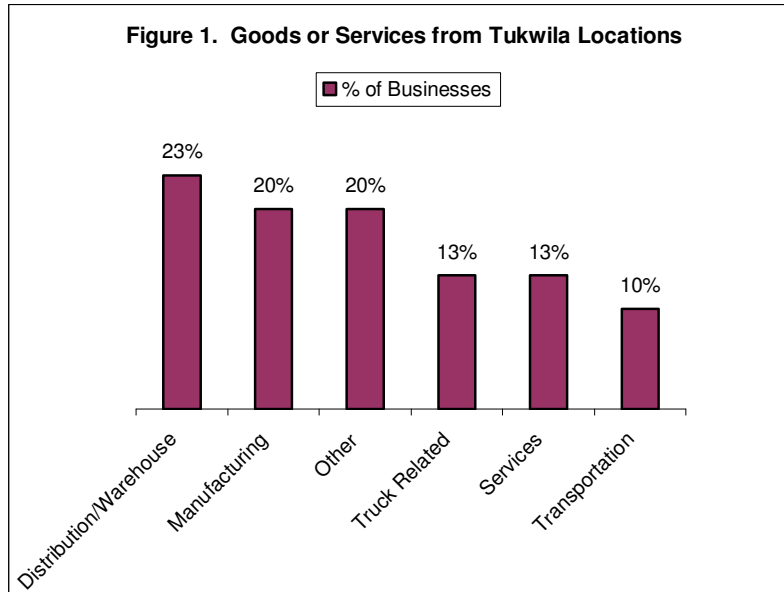


Figure 1 Goods or Services from Tukwila Locations

2. Years Located at Current Address

Respondents were asked how long the company had been located at its current address. The largest group (36%) had been at their current site for 20 years or more, including one company that had occupied the same site for 82 years. The next largest (27%) had been in their current location for between 11 and 15 years. Those at their current locations from between 6 to 10 years followed at 22 % and between 0 to 4 years with 14%.

3. Owner or a Tenant?

This question asked if the company was an owner or a tenant in the property identified in question #2. The majority were tenants (59%); the remaining 41% were owners.

4. Business Levels during the Past 3 Years

Respondents were asked if business increased, decreased or stayed the same during the past three years. Most (52%) reported that business decreased. 29% indicated that business increased, and 19% said that it stayed the same.

5. Employees—Current
6. Employees--Future

These questions should be considered together, with #5 asking how many full-time and part-time employees currently work at their locations, and #6 asking respondents how many full-time and part-time people they expected in three to five years. This is the direct answers rather than percentages since not all those surveyed replied to each question.

8 respondents (out of 23) said they had between 21 and 50 employees. 6 respondents (out of 19) said they would have between 21 to 50 employees.

6 respondents (out of 23) said they had between 0 and 20 employees, and 6 respondents (out of 19) said they would have between 0 and 20 workers.

The three largest employers had 600, 600 and 1,800 employees respectively, and expected to keep approximately the same number of workers.

7. Factors in Deciding on a Location

This question asked respondents to indicate how influential different factors were when deciding on an operating location, by indicating whether they were “important”, “somewhat important” or “not important”. Questions were grouped into categories—facility characteristics, site characteristics, labor, business links and transportation.

Facility Characteristics: The first group of questions concerned space characteristics. Respondents were asked to rank the importance of: room for expansion; ground floor occupancy; loading bays; high ceilings. The responses were a bit confusing since each question had a different number of responses. That said, each of these factors was quite important, receiving over 60% “very important.”

High ceilings were mentioned very important to 70% (14 of 20 responses), and room to expand close behind with 68% (15 of 22 responses) saying it was very important. 67% saw ground floor occupancy was very important followed by 61% (11 of 18 responses) for loading bay.

Site Characteristics: The next group of questions focused on site characteristics and included: cost of land/rent; outdoor storage; access to transit; high visibility; large truck access; rail access and separation from residential areas.

100% of respondents agreed that cost of land/rent and adequate parking was either important or very important. 86 % found access for large trucks to be “very important.” On the other hand, 89% and 65% said that rail access and outdoor storage respectively were “not important” characteristics of their site.

61% thought it was either very important or important have a site that was separated from residential areas.

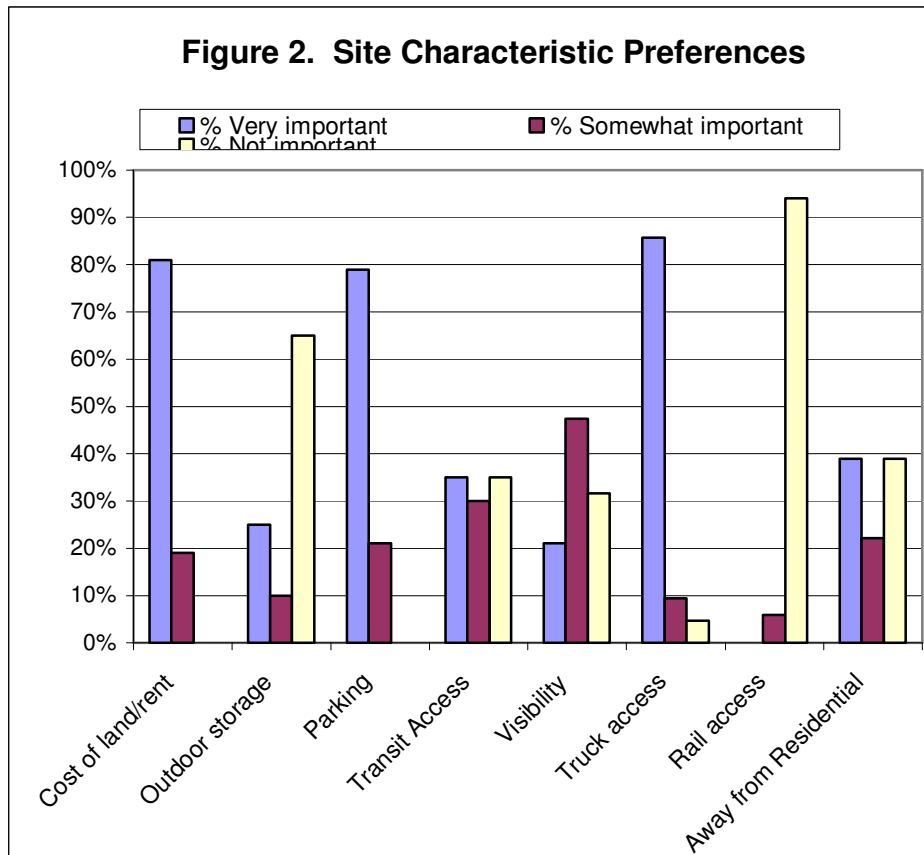


Figure 2 Site Characteristic Preferences

Labor Characteristics: This group of questions addressed the labor pool in selecting operating location. The factors included being close to skilled labor, unskilled labor and management. Relatively few answers were received for these questions.

Being close to skilled labor was important with 75% (9 of 12 responses) saying that this was very important or somewhat important. Replies were almost equally divided on whether it was important (50%) or not important (50%, 3 of 6 responses) to be close to unskilled labor. Responses were similar for the importance of proximity to management.

Business Links: These questions focused on business links, and included being close to customers, close to suppliers, and close to competitors. We also asked the importance of the location being pleasant for one's employees in making a siting decision.

The replies indicated that it is very important (60%) or important (10%) to be near customers. About the same number thought that it was very important or somewhat important to be near suppliers (41% very important and 30% important). Proximity to competitors was not seen as important by 67%. Having a pleasant area for employees was considered very important by 53% of respondents, although amenities were needed.

Transportation: The last group of questions was on transportation issues, and included: being close to downtown Seattle; ease of access to major highways, rail transport, the port of Seattle and airports.

Ease of access to major highways was "very important" to 100% of respondents. 75% found it very important to have easy access to downtown Seattle. Easy access to airports was very important to 40 % and somewhat important to another 40%.

Businesses were split over having easy access to the Port of Seattle. 50% thought this was either very or somewhat important to their site selection, while 50% thought it was not important. Finally 80% thought that having rail access to their site was not important.

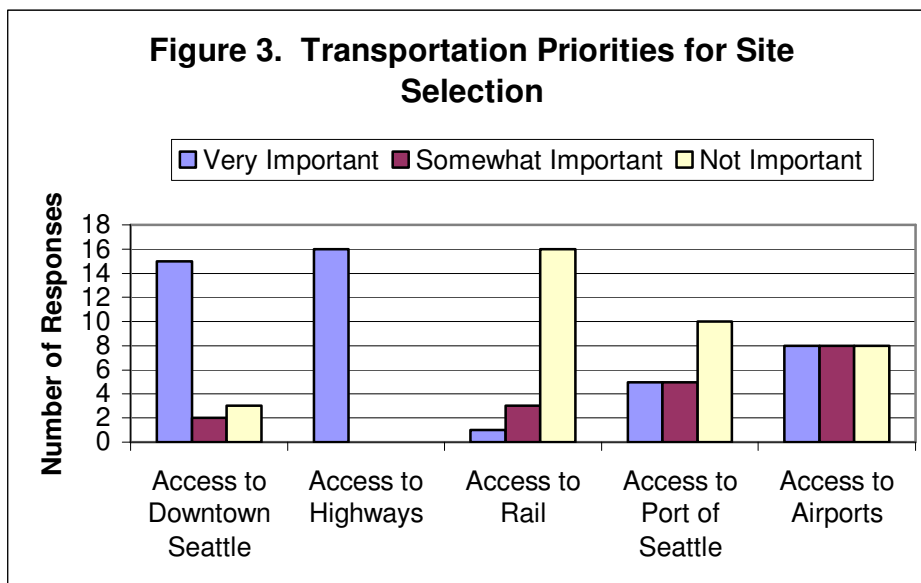


Figure 3 Transportation Priorities for Site Selection

Issues Relating to Tukwila Location:

A separate group of questions asked about possible concerns or problems encountered in the Tukwila location, including: traffic congestion; lack of room for expansion; high rents; high land costs; public safety/crime; permitting costs/delays; flood concerns; business climate; regulations.

Concerns over public safety and crime drew the greatest response: 71% felt it was “very important,” and 12% felt it was somewhat important. Burglary/car prowling/property theft was most frequently mentioned. Several commented that they had had good police response, especially for personal crime. Response for property crime was somewhat less satisfactory.

Replies about traffic congestion were evenly split--It was either no problem (50%) or a very important (35%) or somewhat important (15%) concern. Surface streets were sometimes congested.

High rents and high land costs were not important to 50% and 56% of respondents respectively. Permit costs/delays were very important to 42% (5 of 12 replies) and somewhat important to 17% (2 replies of 12 total). They were not important to 42% (5 of 12 replies).

In a similar split, having room to expand was either very important or somewhat important to 53% or not important to 47%.

Flood concerns were not important to 64% (9 replies of 13) of respondents, perhaps due to their location and the decreased risk of flood.

People responded to a question about the business climate in different ways, making it difficult to interpret these replies. 55% (6 replies of 11 received) said that it was very important. Looking at comments, 5 thought that the business climate was either “good” or “ok,” and 2 said that either the state or the City Council wasn’t friendly to business.

Only 5 people responded to a question about regulations, with 60% (3 of 5 replies received) indicating that they were “very important.” Comments indicated that enforcement of regulations was inconsistent, and that shoreline regulations were unwieldy.

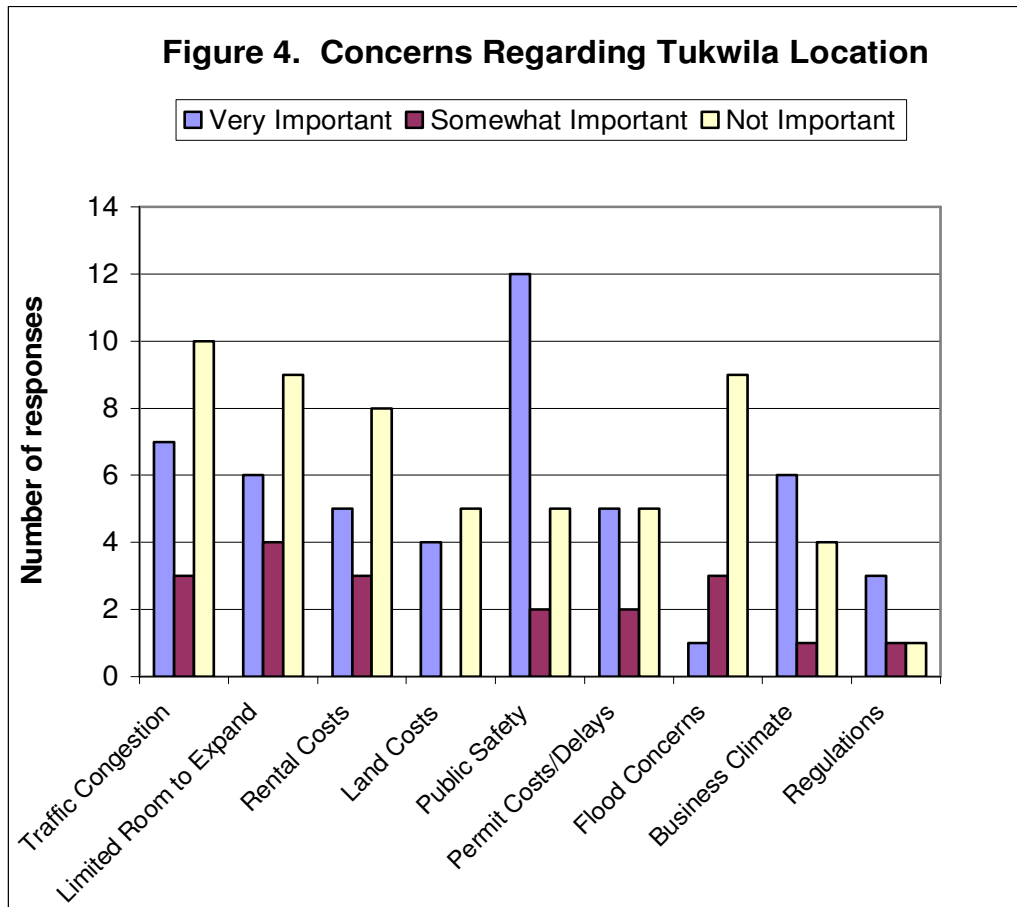


Figure 4 Concerns Regarding Tukwila Location

TUKWILA LOCATION DECISION

This section asked about businesses whether they moved to their current site from another location, and open-endedly asked why they made the choice.

8. Move from Elsewhere?

80 % (16 responses of 20 received) of businesses located in Tukwila from another location. 16 of these indicated from where they'd moved, including 69% (11 responses of 16 received) moved from Seattle, 19% (3 responses of 16 received) came from another Tukwila location, and 13% (2 of 16 responses received) came from other south King County cities (i.e. Kent & Renton).

9. Reasons for Choosing Tukwila Location

As a follow up to question 8, respondents were asked why their present location was chosen. This was an open-ended question. Answers were varied, but responses have been grouped into categories including: 1) cost; 2) location; 3) space/amenities; 4) ingress/egress; and 5) other.

33% said that the decision was based on locational variables including being convenient for employees and management, and the availability of flat land. 29 % mentioned factors relating to cost such as the consolidating operations, cheaper rent, and no B & O tax. Ingress/Egress/Access was considered by 13% who felt that they wanted to be close to I-5 and I-405, to have easy highway access, and not to have trucking restrictions when bringing in supplies. Other factors included owning a ground lease, and working with a developer.

10. Business Neighbors

Respondents were asked which businesses they'd most like to have as neighbors. This was intended to provide insight into whether industrial businesses preferred industrial or perhaps non-industrial neighbors. This was an open ended question, and produced a range of answers. Due to overlapping answers, the total is greater than 100%.

57 % specifically wanted industrial type neighbors, including 35% of respondents wanted neighbors involved with trucking—either repair, sales, distribution, truck courier, cargo carrier or generating lots of truck traffic. In general, of those who wanted industrial-type neighbors, some wanted similar neighbors to draw more business to the area, and others wanted complementary neighbors as suppliers.

One business welcomed any and all neighbors who didn't interfere with the property or cause negative impacts, and another wanted noisy neighbors who would not be bothered with the noise that his business produced. Another said that Boeing has been a good neighbor. 10% (2 responses of 21 received) specifically wanted non-industrial neighbors, including tourist attractions to general critical mass, and office parks with businesses to buy their products. 10% (2 responses of 21 received) didn't know or care about their neighbors.

11. Impacts of Non-Industrial Neighbors

This question was intended to take the industrial vs non-industrial question a step further by asking about the benefits or challenges presented by having non-industrial neighbors such as retail, office, residential or mixed use residential/commercial in the MIC. This was also an open-ended question that drew a range of answers. Due to overlapping replies, the total is greater than 100%.

49% (11 of 23 businesses responding) expressed concern about the negative effects, either on their businesses or non-industrial neighbors, of having interface between non-industrial and industrial uses. Examples included industrial and light-rail noise disturbing non-industrial neighbors, negative visual and odor impacts, conflicts between truck traffic and other vehicles, and unwanted pedestrians.

26% (6 of 23 replies) either had no problem with or wanted some non-industrial neighbors to generate business or synergy for their businesses. 26% (6 of 23 replies) specifically wanted more retail or restaurant, including 5 who wanted these as amenities for their own employees. This type of use is permitted in the zoning code as a conditional use.

ADVANTAGES/DISADVANTAGES OF TUKWILA LOCATION

12. Advantages of Operating at Present Location/Doing Business in Tukwila
Respondents were asked the primary advantages of operating at their current Tukwila location. This was an open-ended question, and resulted in a range of replies.

These could be grouped into general categories, including: 1) access (freeways/transportation network, airports, ability to serve customers); 2) central location; 3) having a good facility; and 4) reasonable costs. Other comments included the availability of power, fiberoptics, good police response, good business climate, large industrial area with industrial neighbors and the ability to be isolated from residential uses.

13. Disadvantages of Operating at Present Location/Doing Business in Tukwila
This question was the “flip side” of #12 above, and asked respondents to name the primary disadvantages of their present location. This was an open-ended question that gave a range of responses.

Responses were varied but could generally be grouped into several categories, including: 1) public safety/crime concerns; 2) congestion; 3) codes/permitting; 4) regulation; 5) negative business climate; 6) lack of amenities/services for employees (transit/light rail, restaurants, retail); and 7) high costs (rent, city fees).

Individual concerns include: the very complex air space in the area due to the proximity to SeaTac ; distance from other tourist destinations; Superfund environmental cleanup. One respondent remarked on the difficult east/west traffic pattern due to the Duwamish River, King County International Airport and the 116th Avenue South bridge closure. Another was concerned over a perception that Tukwila was “too far south,” and therefore difficult to access. Several respondents said that they had no real problems.

13.a Future Location Decisions

Respondents were asked what factors might cause them to leave their Tukwila location. This question was open-ended.

There were 11 responses, including two that emphatically stated that they had no intention of moving. Replies could be grouped as follows: 1) costs (2 of 11 responses received); 2) need for larger/different type facility (2 of 11 responses); 3) need to change business model (3 of 11 business responses). One business indicated that they would need to move if their primary client left the area, and another said they would need to leave if they could not continue renting outdoor storage from City Light.

14. Location of New Facility

Businesses were asked what areas they would consider if they relocated. Five options were given, including: 1) Other Tukwila; 2) City of Seattle; 3) South King County; 4) Other Western Washington; and 5) other.

Of 18 responses, 39% said they would seek another location in King County, the majority of whom would relocate to South King County, specifically Auburn or Kent, which comprised 28% of the total. 17% would seek a location in Seattle, and an additional 17% would want another Western Washington location outside of King County. A final 17% would go to the east coast (Virginia), overseas or purchase in an unnamed area.

Figure 5. Future Location Preferences

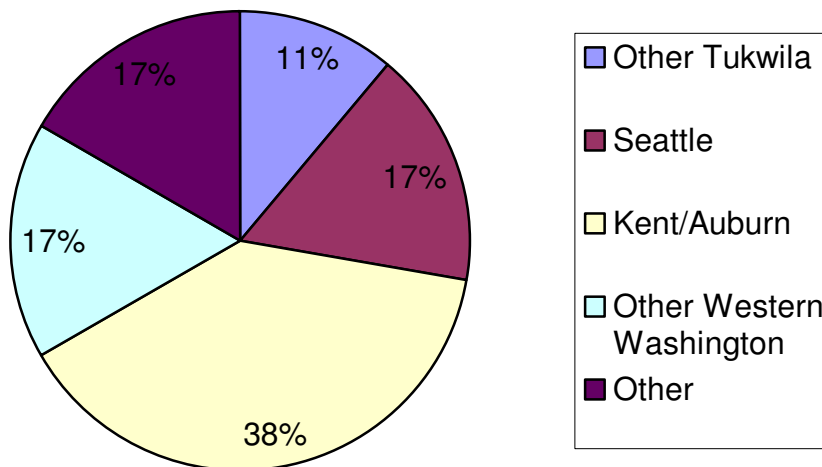


Figure 5 Future Location Preferences

CITY OF TUKWILA ACTIONS

15. Limitations Caused by City of Tukwila Policies/Regulations/Actions

This question asked ways in which the City of Tukwila's policies and operations currently constrained the business. This open-ended question elicited 17 replies covering a variety of topics.

Two businesses replied that they had no problems (11%) with City policies or regulations. Two comments concerned inspections/inspectors, including what they felt was over-reaching inspectors and the insufficient amount of time allowed for vector cleaning under NPDES requirements (a federal regulation). 17% (3 of 18 responses) indicated concerns with the sign code. 17% (3 of 18 responses) mentioned a desire for faster/easier/more certain permitting, including one request for with additional public notice. 11% (2 of 18 responses received) felt that lack of flexibility in interpreting the zoning or fire code was a problem for their business. 11% (2 of 18 responses) wanted additional information or services, including snow plow and flood. One respondent felt they were charged disproportionately high parks and fire impact fees since they didn't generate ambulance/fire calls or use parks.

16. Governmental Actions That Would Help Business Operations

This question asked what City of Tukwila actions would help facilitate the company's existing operations and/or future plans. These comments were combined with responses from Question 17 (below).

17. Comments for the City of Tukwila

The question asked "Do you have any suggestions or comments that you would like to communicate to the City of Tukwila?" These suggestions tended to be quite specific to the firm, but some gave more general ideas and suggestions. Other comments mirrored those given in Question 16.

A total of 46 comments/suggestions were received for questions #16 and #17 combined. They have been grouped into several categories including the following in order of descending frequency, including:

- 1) communication (20%, 9 of 46 responses);
- 2) zoning/permitted uses in MIC (17%, 8 of 46 responses);
- 3) public works/transportation (11%, 5 of 46 responses);
- 4) permitting (11%, 5 of 46 responses);
- 5) transit/light rail (7%, 3 of 46 responses);
- 6) taxes/bureaucracy (7%, 3 of 46 responses);
- 7) public safety (7%, 3 of 46 responses);
- 8) purchasing/sales (4%, 2 of 46 responses);
- 9) landscaping/maintenance; other regulations ;
- 10) city support ;

- 11) sign code;
- 12) other.

A list of the comments/suggestions follows:

Communication:

- Better communication with affected parties
- Website—Include “How are we doing?” for anonymous feedback
- Business Cards “How am I doing?”
- Revise forms to require email addresses from all business contacts
- Send email safety alerts to businesses (i.e. don’t turn off your electricity)
- Website—Showcase a Tukwila business each month
- Provide updated flood information (Prior leadership appreciated!)
- Keep providing flood information. (Prior leadership appreciated!)
- Keep reaching out to businesses as you are doing now since businesses sometimes feel that City doesn’t care about them

Zoning/Permitted Uses in MIC:

- Rezone south MIC to Office
- Keep industrial area as is because it’s working!
- Retain large industrial areas with industrial neighbors
- Encourage more non-industrial uses, including quality hotel and more restaurants
- Allow only industrial uses in area
- Encourage more non-industrial uses including office services and restaurant
- Provide a transitional buffer that allows commercial uses that could serve both residents and industrial employees
- Allow more offices in area (to generate customers for café)

Public Works--Transportation

- Better timing for lights on E. Marginal (They seem better now, but had been a problem)
- Install a traffic light at S. 112th and E. Marginal
- Concern over proposed bike lane on E. Marginal
- Relocate E. Marginal to the west to allow planes to cross more easily

Permitting:

- Faster permitting
- More certainty
- Provide permitting assistance and advice for businesses
- Provide more notice for business license renewals since larger companies need more than a month to get through their administrative review

Transit/light rail:

- Support a light rail stop on E. Marginal
- Light rail @ E. marginal
- Better access to public transportation

Taxes/bureaucracy:

- Reduce taxes
- Keep no B & O
- Less bureaucracy to make things easier, friendlier for businesses

Public Safety:

- Provide more police patrols, presence
- Provide more emergency training to businesses from Police and Fire Departments
- Police and Fire need to cooperate better between themselves

Purchasing/sales:

- The City should buy tires from us through its procurement process
- Encourage business development so we have more customers

Landscaping/Maintenance:

- Trim trees and bushes on E. Marginal for safety and visibility
- Require less landscaping...trees limit business visibility

Other regulations:

- City work w/State, federal government to change paint regulations
- Monitor City actions for impacts on businesses

City support:

- Retain City support for Rock and Roll Marathon!
- Provide assistance to businesses in hiring skilled people

Sign Code:

- Consistent enforcement needed

Other:

- Mayor Haggerton has been supportive of Museum programs through his participation